Transfer of Care TCAM – Pharmacy Follow-up

Transfer of Care Around Medicines (TCAM) - Pharmacy Follow-up

### **Quick Start Guide**

For assistance, the helpdesk telephone is 01983 216 699 or you can email <u>https://pharmoutcomes.org</u>

Participating pharmacies will be alerted of referral notifications received by:

- A message to the management email.
   NOTE: If you wish to change your management email to an email address that all staff can access to receive alerts (containing non-patient identifiable information), you can do this via the PharmOutcomes<sup>®</sup> Home page once logged in. For instructions, refer to the Appendix at the end of this Guide.
   Appropriate staff will require a PharmOutcomes<sup>®</sup> log-in and password to access the actual referral containing patient identifiable information.
- 2. If the pharmacy has a 'PharmAlarm' installed, it will start to flash blue:



To access the service or complete a follow up, go to <u>https://pharmoutcomes.org</u> and enter your username and password:



Once successfully logged in, **select the 'Services' tab** on the menu bar to go to the Services page:



All new referrals received will appear at the top of the PharmOutcomes<sup>®</sup> 'Services' page:

| Home Services F   | Reports Claims Adi                       | nin Help                  |                      |                              |                 |                        |
|---|--|---------------------------|----------------------|------------------------------|-----------------|------------------------|
| Provide Services  | Provision List Options                   |                           |                      |                              |                 |                        |
| Click here to show all accredited services  | Received Service (stage)                 |                           | Identifiers U        | ser Status                   |                 | New referrals received |
| noluging ones that are normally hidden  | 2019-05-01 Pharmacy Follow-up            | Discharge) - ChelWes      | KAN (F               | Pending<br>Referred/ Referre | P al            | will appear at the top |
| Service Centre  | 4  |                           |                      | awaiting                     | <hr/>           | of the Pharmacy        |
|   | Recent Provision                         | Search for Id             | entifier:            |                              | 0.0             | "Somicos" page         |
| Contact your local commissioners<br>f you cannot see services you<br>expect to see. |  | Click here                | o show explanati     | ons of the Provisio          | n Status column |                        |
|   | View all provisions for:                 |                           |                      | * 5                          | how             |                        |
|   | Provisions in date order [>] Click to sh | w Provisions ordered by m | est recently entered |                              |                 |                        |
|   | Date Order Service (stage)               | (Discharge) - ChellAler   | Identifiers U        | Iser Status                  |                 |                        |
|   | 2019-05-01 Already shown above           | (Discussifie) - Onennes   | " KAN                |                              |                 |                        |
|   |  |                           |                      |                              |                 |                        |

**To open the referral** simply click on the referral link to show the information sent by the hospital.

| Date Order | Service    | (stage)                            | Identifiers | Use |
|------------|------------|------------------------------------|-------------|-----|
| 2019-01-24 | Hospital I | Referral - Chelsea and Westminster | DB          | Em  |
| 4          |            | $\bigcirc$                         |             |     |

The **very first time** a pharmacist opens a referral they will be asked to enrol. The enrolment to the service is requested once only.

Enter name and select "New Practitioner". Click the blue "enrol me" button that appears:

| Home Services   | Reports Claims Admin Help   | PharmOuto   | COMES <sup>®</sup> Delivering Evidence  |
|---|---|---|---|
| ROVISION HISTORY  | Pharmacy Follow-up (Discharge) - ChelWest 117643  | Home Services   | Reports Claims Admin Help   |
| 2019-05-01 **<br>Hospital Referral - Chelses and              | Enrolment Requirements<br>The commissioner requires that the individual delivering this service   | PROVISION HISTORY   | Pharmacy Follow-up (Discharge) - ChelWest 11764   |
| 2019-05-01 - [This record]<br>Phemacy Follow-up (Discharge) - | meets ontain onteria. Enter other your name or registration number in<br>the look below and ester from the list that appears.<br>Practitioner Name [kevin noble | 2019-05-01 **<br>Hospital Referral - Chelsee and<br>Wastimusean           | Enrolment Requirements<br>The commissioner requires that the individual delivering this service<br>meters certain cited. Enter either your name or peristration number in |
| ** : These provisions were<br>ecorded by other providers]     | New Practitioner  | 2019-05-01 - [This record]<br>Premacy Follow-up (Discharge) -<br>ChetWest | the box below and select from the list that appears.  Practitioner Name Click button to crirol Contitle To enrol to provide the service.                                  |
|   |   | ( ** : These provisions were  | simply click the button next to the box above   |

Clicking the enrol button will reveal the declaration that must be completed. Enter all required information then click the orange "Enrol" button.

You will now see your name appear each time you enter into the Practitioner name field and you can select it by clicking on it. (Note that more than one name may appear).

#### The referral information, including the Hospital Pharmacy Referral Note is displayed in a table format:

| Demante Lattere                      | Patient Details br   | ought forward   |   |
|--------------------------------------|--|---|---|
| Reports, Letters                     | Original Referral  | 1st May 2019  |   |
| x Reminders                          | Referred from  | Chelsea and Westminster Hospital (RQM)  |   |
| Provision Status                     | Client Name  | KEVIN ALUN NOBLE  |   |
| Pending Received Referral            | Date of Birth  | 28-Nov-1963   |   |
| Referral-followup status: Referred   | Acc  | 55  |   |
| to you                               | Gender   | Male  |   |
| awaiting follow-up action            | Address  | 20 Medina Breeze Walk, Newport, Isle of Wight   |   |
| Desciption: 100100720                | Postcode   | P030 2GS  |   |
| SveCode: DZLTVWW                     | Contact Details  | 07824 773242  |   |
| highally: 01-May-2019 00:00          | Consect to share   | Yas   | / |
| aved: 01-May-2019 11:39              |  |   |   |
| dtad:                                | Registration detail  | is brought forward  |   |
| 2019-05-01 10:39:26: ClaimStatus set | GP Practice  | Carisbrooke Health Centre, 22 Carisbrooke High St., Carisbrooke, Newroot, Me Of Wight PO30, 1NR (184011)  |   |
| a Refer                              | GP Practice value  | J84011  |   |
|                                      | Hospital MRN   | 12345678  |   |
|                                      | Referral rotes   |   |   |
|                                      | Prospective  |   |   |
|                                      | Refer to pharmacy  | Test Pharmacy - Imperial College (Imperial College Phars)   |   |
|                                      | Add discharge  | AccessibleInfo - Provider Manual v1.1.pdf   |   |
|                                      | Name   | Gary Warner   |   |
|                                      | Context number   | 020 3315 2704   |   |
|                                      | Acceptance and compl<br>This referral has been mu<br>If you are unable to comp<br>rejection from the drop du<br>If you can accept the refe | etion of referred service<br>de to your organisation at the request of a patient.<br>Jete the referral, you can reject it, but please select the reason for<br>your list below.<br>The but cannot complete the associated actions immediately, click on the | - |
|                                      | box  | egge redept of the referral. You gan make relevant hotes in the Notes   |   |
|                                      | Reason for reject  | Ion: Solici the reason for rejecting  |   |
|                                      | PClick to hide Referral History<br>Referral History<br>Referred to Test Pharman  | cy - Imperial College (Imperial College Phns) by Chelsea and  |   |
|                                      | Washington Hannital (77)   |   |   |

Any discharge documents sent are attached to the referral. To open the attachment simply click on the link.

Beneath the table is a text box with a drop-down box and three orange buttons that allow the pharmacist to:

*i. "Return the referral" – This might be necessary if a patient is deceased, moved away or no longer uses the pharmacy.* 

ii. "Accept" the referral – Changes the displayed status to accepted but leaves the referral at the top of the PharmOutcomes "Services" screen. Pressing ACCEPT notifies the hospital pharmacy that you intend to follow up the referral.

iii. "Complete now" – When the patient or their representative arrives at the pharmacy or you make contact, click "complete now" to access the follow-up and complete your follow-up care record.

#### How to access the Summary Care Record



You will see a link to the **Summary Care Record (SCR)** (if the patient has been validated against the Personal Demographic Service (PDS) on referral) which may assist you when reconciling the Discharge Medicines against previous prescriptions. *Note: You will only be able to access the SCR if you have a smart card reader with a valid smart card inserted connected to the PC you are working on. The smart card will need to have the appropriate RBAC code configured.* 

#### www.pharmoutcomes.org.uk

### Transfer of Care TCAM – Pharmacy Follow-up

#### **Referral Follow-up**

The follow up stage is simple to complete and for most patients should take no longer than a few minutes.

There are three elements to the follow up:

notice the hyper-link to the "Yellow card Reporting" page

#### 1. Investigation of side effects and ADRs

If the patient is experiencing side effects and adverse drug reactions these should be recorded, using the fields provided and reported to the GP where appropriate.

#### 2. Record of each type of support provided

Side effects and Adverse Drug Reactions Has the patient experienced any side effe reactions? cts or adverse drug Side effects/ADRs ® Yes ® No Adverse Drug Reactions Manageable and non-harmful - palient to con Simple tick box fields to record support Patient has stopped taking medicine - Refer to GP Due to side effects/ADR's If you need to report an adverse drug reaction to the GP plea complete the GP referral section below when review is comp yellow card report submitted? Vellow Card R Yellow card submitted? Ves No u can access the Yelo Audit of support provided - Tick all that apply Support services provided -Information reviewed, Medicines Reconciliation of This applies to ALL patients Audit of support provided - Tick all that apply -Support services provided Information reviewed, Medicines Re This oppies to ALL patients New Medicines Service Medicines Use Review This will be count as a targete New Medicines Service MAR chart provided Medicines Use Review This will be count as a targeted MUR MAR chart provided Large print labels Talking labels Inhaler technique check Large print labels Review dose form Review MDS arrange Easy open tops Continuation of MDS Review dose form Review MDS arrange
 Continuation of MDS E Pharmacy managed repeat se NHS Repeat dispensing initiated Home delivery Stop Smoking service Flu vaccination September to March only Other Public Health Invervention E Specialist Medicines Management S Other Tick ALL that apply, If Other please spe DS been commenced as a result of this referral Has MDS been Ves No Repeat reconciliation Is the first repeat prescription information available following

provided. Please note, every patient should have a medicines reconciliation recorded as a minimum

#### 3. Repeat reconciliation and GP referral

As part of the follow-up any relevant issues can be fed back to the patients GP. The repeat reconciliation section of

| Repe  | at reconciliation   |   | / |
|---|---|---|---|
| ls the fi<br>dischar                              | st repeat prescription information available following<br>ye?   |   |   |
|   | Repeat available?  Yos  No  |   |   |
| Does th<br>referral                               | e new repeat match the directions in hospital discharge   |   |   |
|   | Repeat correct? SYds INO  |   |   |
| 1   | If No record issue  |   |   |
|   | Medicines stopped in hospital still on repeat   |   |   |
|   | Wrong medicine prescribed following discharge   |   |   |
|   | Wrong strength of medicine prescribed   |   |   |
|   | Wrong dose of medicine prescribed   |   |   |
|   | Wrong formulation of medicine prescribed  |   |   |
|   | Other   |   |   |
| GP R<br>If a GP I<br>effects r<br>below to        | eferral<br>default is necessary as a result of this follow up review e.g. side<br>require reporting or prescription repeat is incorrect – answer yes<br>record reternal information   | - |   |
| GP R<br>If a GP I<br>effects r<br>below to<br>GI  | eferral<br>elemant is necessary as a result of this follow up review e.g. side<br>quare inporting on prescription report is incorrect - answer yes<br>record reterral information<br>referral necessary   | - |   |
| GP R<br>If a GP I<br>effects r<br>below to<br>GI  | eformal<br>denta is necessary as a result of this follow up reviews e.g. side<br>quite reporting ar presexpansion repeat is incorrect - answer yes<br>record returnal enformation<br>referral necessary <sup>®</sup> Vis <sup>®</sup> No<br>Cosont to reter to GP − 1   | - |   |
| GP R<br>If a GP i<br>effects r<br>below to<br>GI  | eferral<br>detral is necessary as a result of this follow up review e.g. sale<br>quare spectrum or presemption repeat is incorred - unsiver yes<br>recerral necessary ● Yos ◎ No<br>Consort to refer to QP<br>you give consets for data sharing, the information you provide will be  |   |   |
| GP R<br>If a GP I<br>effects r<br>below to<br>GI  | eferral<br>eferral is necessary as a result of this follow up review e.g. side<br>quire is porting or prescription repeat is morecet - answer yes<br>record intervis identification of the intervision of the intervision<br>referral necessary  Tos  No<br>Cossent to refer to GP<br>you give consent in to data sharing, the information you provide will be<br>assed to: Your GP.  | - |   |
| GP R<br>If a GP I<br>effects r<br>bolow to<br>GI  | eferral<br>dental is necessary as a result of this follow up review e.g. side<br>quite reporting or presupption report is incorrect - unswer yes<br>record reternal incorrect - unswer yes<br>reternal necessary * Yes No<br>Consent to reter to ROP<br>you give consent for data sharing, the information you provide will be<br>ased to Your CP<br>or any discreption department<br>on inform your CPP of any discreptioned between your reposit<br>execution is not incorrect to the sharing the information is not reposite<br>execution is not incorrect and the information is not reposite<br>execution and the insplain discring the information  |   |   |
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| GP R<br>If a GP I<br>effects r<br>bolow to<br>GI  | eformal<br>dental is necessary as a result of this follow up review e.g. side<br>quiter is porting or prevention report is incorrect - unswer yes<br>record returnal incorrect - unswer yes<br>reterran precessary & Yes © No<br>Consent to reterral voltantia, the information you provide will be<br>south to return CPP<br>on loom your CPP of any discrepandes between your repeat<br>escotption and the hospital discringer functionation<br>Consent to share:   |   |   |
| GP R<br>If a GP I<br>below to<br>GI               | efformal<br>deformal is necessary as a result of this follow up review e.g. side<br>quize inporting or prosciencion repeat is incorrect - answer yes<br>record returnal information<br>referral necessary (* Yis, © No<br>Consent to inform 60, @<br>Song we consert for data sharing, the information you provide will be<br>assed to: Four OP.<br>Consent to share sharing, the information you provide will be<br>assed to: Four OP.<br>Consent to share we have . Consent to share given<br>Consent to share: (* Yis, © Consent to share Red given<br>@ No Consent Sontare Red given<br>@ Practice<br>@ Hys follow multiply framework form<br>evenes to share protect available of South<br>memory protection.<br>@ Significant Adverse Drug Reaction   |   |   |

the pharmacy follow-up will allow any anomalies to be recorded. This could be issues such as the first repeat issued at the GP not matching the medicines information sent by the hospital.

If a GP referral is necessary the system will reveal a consent question that, when answered, will allow the patients GP practice to be recorded, please check that the GP practice information entered at this stage matches the information received in the referral. **Record referral reason and enter any relevant free text that will help clarify issues identified.** 

NB: The GP Practice status for receiving electronic notifications will be displayed on entry and selection of GP practice information. If a GP practice has not provided or verified a secure email address, PharmOutcomes<sup>®</sup> may prompt you to print a hard copy of any notifications and send securely by other means.



Please note: You MUST NOT enter any patient identifiable data (PID) in the free text field at the referral stage. All PID will be imported to the GP referral using the hospital data sent.

| understa  | ult of the support pr<br>anding of:   | ovided, the patient has a better   |  |
|---|---|--|--|
| Ê   | From NMS, MUR or  | Advice Given   |  |
|   | Greater understa  | nding of their condition   |  |
|   | The purpose of the | eir medication   |  |
|   | When to take/use  | their medicines  |  |
|   | How to take/use   | heir medicines   |  |
|   | Other   |  |  |
|   | If 'other', please pro-   | ide details. Tick ALL that apply   |  |
| Othe  | r Actions/ Additional<br>comments   |  |  |
| Time  | taken ta samal  | his information will be used for service evaluation<br>o please do not include patient identifiable<br>formation |  |
| Inne  | taken to compl  | ete follow-up actions from referral  |  |
|   | as famous discours for Harris   | an anti- and the land  |  |
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### Transfer of Care TCAM – Pharmacy Follow-up

The final part of the template captures **patient benefits and time taken to complete information.** There is also a section that allows for pharmacist feedback on the service if appropriate e.g. ways in which the service might be improved.

Clicking the orange "Save" button will save the record and trigger any service notifications e.g. GP notifications

Appendix – Updating your Management Email Address

The management email for a pharmacy can be amended or set from the home page, once logged in, by clicking the link to "Update my organisation details"

